

R. J. REYNOLDS TOBACCO COMPANY RETURN GOODS SURVEY

This page for RJRT representative only.

The incremental cost to process return goods cost RJRT approximately \$15 million dollars each year. RJRT is looking to improve the process and would greatly value your input. Please take a few minutes to respond to the following question.

What improvements/changes do you suggest RJRT make to the return goods policy or process?

I would suggest that all sales reps make it a top priority when processing return goods that they initial or mark the cartons or packing to prevent any discrepancies. If a carton comes in unmarked - it is often a judgment call on whether or not it has been damaged in an unknown way or what the reason for returning it - even with a good code date. Marking cartons eliminates any uncertainty.

Jim Haley
RJRT Representative

821703
Employee #

1632
Region/Div #

Please Fax Completed Survey To: Fred Baumann - FAX# 910 - 741-4124

cc: BOU 1610/S. Mackey

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